Product Support Notice

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PSN#	PSN001569u

Original publication date: 14-Sep-2007. This is Issue #1, published 14-Sep-2007. | Severity/risk level: Medium | Urgency: When convenient

Name of problem
CM command "reset ip-station" will not reboot phones which have headset button activated

Products affected
4610 4620SW

Problem description
When issuing a “reset ip-station…” command from SAT terminal on CM, if IP phones have the headset button active, but not on an active call, or the handset is out of the cradle, these phones will not reboot until headset button is disabled or the handset is put back in the cradle.

Resolution
Resolved with IPT patch R2.6.01. Also, resolved with R2.8 GA release.

Workaround or alternative remediation
n/a

Remarks
n/a

Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch
n/a

Download
n/a

Patch install instructions | **Service-interrupting?**

n/a | No

Verification
n/a

Failure
n/a

Patch uninstall instructions
n/a

Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks
n/a

Avaya Security Vulnerability Classification
Not Susceptible

Mitigation
n/a

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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